

2022

# Volunteer Manual



*North Hastings*  
**Public Library**

**Bancroft • Faraday • Limerick**

Kim McMunn

Bancroft Public Library Board operating as

North Hastings Public Library

1/1/2022

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## WELCOME

Dear Volunteer:

Welcome to Bancroft Public Library Board operating as North Hastings Public Library's Volunteer Program! I am so pleased that you are interested in volunteering with the library.

Our vision is to provide opportunity for everyone who interacts with the library. To be successful, we rely on the effort and commitment of our volunteers. Volunteers are an important resource and their accomplishments make significant contributions to the library. Now, you will take part in our day-to-day work and service to our customers and community. In this handbook you will find the essential information you need to learn about our volunteer opportunities and the resources you will need to get started.

**Application:** You will be asked to complete a written application in North Hastings Public Library's volunteer management system that includes personal information, and this will create your profile. You will also need to apply for a specific assignment or "open to opportunity" form.

**Orientation and Training:** After the application is completed, you may be contacted for an interview. Interviews usually take 30 minutes. If all agree that the volunteer and placement are a good fit for each other, the next step is the orientation.

Normally the orientation and training will be at the site of service. Both orientation and training will be scheduled prior to your assignment as a volunteer. All volunteers must participate in the orientation and training process.

**Screening:** Library staff may contact references provided on the volunteer application. Some volunteer positions require North Hastings Public Library to conduct background checks with the Ontario Provincial Police.

Thank you for donating your time and talents to North Hastings Public Library. We look forward to the contributions you will make to our continued growth and success.

Sincerely,

**Kimberly McMunn, She/Her, APPL**  
*Library CEO/Head Librarian*

## THE ORGANIZATION

### **About the Library**

Bancroft Public Library was established in the Village of Bancroft, in 1901. Eventually Alice Mullett became the village's first Librarian. As the collection developed, the library relocated various time to accommodate the growth. Now, for the first time in Bancroft, a new public library and community hub building is scheduled to open in August of 2023.

On June 7<sup>th</sup>, 1978, The Municipality of Faraday contracted with Bancroft Public Library for library service. Around 2001, computers and printers were added to the library's services and the library moved from the card catalogue (paper records) system to an automated inventory control. E-books arrived around 2010 expanding the library's collection to include digital resources. On June 18, 2018, the Township of Limerick also signed a contract for library service. At that time, the Library Board of Trustees decided it was time to rebrand the library, promoting inclusiveness and diversity. A new logo and new operating name were adopted. The library now operates as North Hastings Public Library, although its legal name is Bancroft Public Library Board.

### **North Hastings Public Library Mission Statement**

To inspire life-long learning, connecting creative communities, in safe places, for ALL.

### **North Hastings Public Library Vision**

Potentials realized, through relationships with North Hastings Public Library.

### **North Hastings Public Library Values**

- Ethical Mindfulness and Compassionate Integrity
- Intellectual Freedom, Equity, Inclusivity and Diversity
- Commitment and Dedication
- Transparency, Sustainability and Accountability
- Imagination, Curiosity, and Innovation
- Collaborative Relationships
- Embracing Joy of Language.

### **Volunteer Program Statement of Purpose**

North Hastings Public Library utilizes the skills of volunteers to expand our ability to provide the best possible experiences and services for our customers and community. We are committed to involving those members of the community who have skills and interest plus available personal time, in library activities. Through volunteer service to the library, citizens of our community enhance public support for the library, assist the library in providing a higher level of service to our customers and find personal satisfaction through their contributions to the library.

## VOLUNTEER RIGHTS, RESPONSIBILITIES & EXPECTATIONS

### **Volunteer Rights:**

- Be carefully interviewed and appropriately assigned.
- Receive new volunteer orientation and position specific training.
- Do meaningful and satisfying work in a comfortable environment.
- Be supported in your role and given the resources to accomplish the assigned task.
- Be safe on the job.
- Have choices and feel comfortable about saying "no".
- Receive feedback on your work, and,
- Receive recognition for your contribution.

The greatest reward any volunteer can receive is the satisfaction of doing volunteer work itself. As a volunteer for North Hastings Public Library, you will also gain a broader knowledge of how the library functions and know that you are contributing your time and talent to a worthwhile public service organization.

### **Volunteer Responsibilities (as a volunteer you are expected to):**

- Support the vision and mission of the library.
- Be reliable and punctual.
- Be trustworthy.
- Respect confidentiality.
- Respect the rights of people you work with.
- Carry out the specified job volunteer duties or let us know if the assignment doesn't meet your expectations or needs.
- Give productive feedback.
- Be accountable and accept feedback.
- Be committed to the program.
- Avoid overextending yourself.
- Accept guidance/decisions of staff in fulfilling your volunteer duties.
- Adhere to the volunteer agreement.
- Address areas of conflict or concern with the volunteer supervisor.
- Participate fully in required orientation and training.
- Wear your name badge and record volunteer hours as instructed.
- Update contact information and emergency contact information with North Hastings Public Library administrator or the Team Coordinator Volunteer.
- Notify staff at earliest opportunity when you will be late or unable to volunteer; and,
- Follow North Hastings Public Library guidelines, procedures, and policies.

## **What Volunteers Can Expect from Team Coordinator Volunteer Supervisors**

The Team Coordinator Volunteer Responsibilities Include:

- Provide training and support to all volunteer supervisors.
- Recruit volunteers.
- Maintain volunteer management records.
- Assist with the receiving and screening of volunteer applications.
- Assist with the interview and selection process.
- Coordinate and assist with the orientation and training of volunteers.
- Develop and recommend guidelines and procedures for the volunteer program.
- Provide monthly system-wide statistics on volunteer data.
- Handle personnel matters relating to volunteers.
- Implement volunteer recognition activities, and,
- Maintain relationships with organizations that provide volunteer placement or have mutually beneficial volunteer programs.

## **The Library Administrator Responsibilities Include:**

- Identify staff member/s responsible for the evaluation and oversight of volunteer program within their location and/or department.
- Determine the number of volunteers which can be effectively engaged in service at any given time and the number of hours the volunteer may work, in relation to the amount of time and supervision required.
- Provide accessibility and devices to enable volunteer sign-in, and track service hours and update profile.
- Review personnel matters regarding volunteers as needed with Team Coordinator Volunteer.
- Participate in volunteer recognition activities, and,
- Encourage staff support and cooperation with the volunteer program.

## **The Library Staff Responsibilities Include:**

- Assist with Interview volunteer applicants.
- Recommend assignments/projects and work schedules.
- Train volunteers in assigned duties.
- Support volunteers.
- Ensure volunteers enter all their service hours monthly.
- Monitor the volunteer's performance as needed, and,
- Participate in volunteer recognition activities.

## **CUSTOMER SERVICE EXPECTATIONS**

The culture at North Hastings Public Library includes high levels of customer service. Volunteers are expected to give the same level of service when interacting with staff, customers, and fellow volunteers. We expect volunteers to join staff in fulfilling our Mission, Vision, & Values while being welcoming, caring, committed to offering their best, being helpful, bringing a fresh perspective and have fun while serving!

## THE VOLUNTEER PROGRAM

### Volunteer Opportunities

Volunteers complete a variety of tasks online, in the community, and in the library.

- **Team Coordinator Volunteers** assist the CEO with the management and scheduling of volunteers. Duration of shifts to be determined.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library CEO/Head Librarian
  - Skillset: The *Team Coordinator Volunteer* shall have experience with Human Resource training and is familiar with NHPL policy, procedures, and guidelines.
  - Duties include, but are not limited to, volunteer records maintenance, scheduling volunteer shifts, volunteer recruitment
  
- **Collection Assistant Volunteers** work in the library to supplement the daily work of the library, support programming and provide a higher level of service to our customers and community. Collection Assistant Volunteers typically work a one to two-hour shift weekly.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff
  - Skillset: The *Collection Assistant Volunteer* must have excellent organizational skills, enjoy repetitive activities, good communication skills. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, shelf reading, shelving returns, collection maintenance and new material preparation, display assistance, light cleaning and tidying within the building.
  
- **Outreach Volunteers** work online, in the community and in the library, to assist staff with program support and partnership development.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff and other volunteers
  - Skillset: The *Outreach Volunteer* must have excellent communication skills, and a positive attitude. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, building opportunities to work with community partners, Learning Commons program support, event, and program support.
  
- **Plant Pal Volunteers** assist both inside and outside of the library assisting with plant and garden maintenance.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff and other volunteers

- Skillset: The *Plant Pal Volunteer* should have experience with indoor plants and seasonal garden maintenance. Knowledge of policies, procedures and guidelines will be developed.
- Duties include, but are not limited to, weekly watering and feeding as needed. Seasonal maintenance for maintaining outdoor gardens on a minimal budget will be considered an asset.
- **Program Assistant Volunteers** work at events and in the library. Shifts vary depending on seasons and opportunities.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff and other volunteers
  - Skillset: The *Program Assistant Volunteer* must have excellent communication skills, and a positive attitude. Technology skills considered an asset. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, preparing for and light cleaning after programs, Learning Commons program support, Maker Space workshops and Program support.
- **Special Event / Book Sale Volunteers** work at events and in the library. Shifts vary depending on seasons and opportunities. *This position may include handling small sums of money unless volunteer requests otherwise.*
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff and other volunteers
  - Skillset: The *Special Event / Book Sale Volunteer* position requires physical endurance for lifting books, tables and chairs. Technology skills considered an asset. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, preparing for and light cleaning after events, Learning Commons program support, Maker Space workshops and program support, and Book Sale maintenance.
- **Technology Assistant Volunteers** work in the library and online. Shifts vary depending on programs and seasons.
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff, IT and other volunteers
  - Skillset: The *Technology Assistant Volunteer* must have excellent communication skills, and a positive attitude. Knowledge of digital devices, social media preferred. Basic IT maintenance would be considered an asset. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, preparing for and light cleaning after programs, library computer assistance, digital device assistance, and or program opportunities.

- **Youth Volunteers** (ages 14-17) work at the library, online and at events
  - Supervisory: Library CEO/Head Librarian.
  - Library Liaison: Library Staff and other volunteers
  - Skillset: The *Youth Volunteer* must have excellent communication skills, and a positive attitude. Technology skills considered an asset. Knowledge of policies, procedures and guidelines will be developed.
  - Duties include, but are not limited to, preparing for and light cleaning after programs, Early Reader Room support, youth program and collection advisory, Learning Commons program support, Maker Space workshops and special event support.

### **Volunteer Commitment**

Library volunteer positions require training and therefore a longer commitment of six months to a year is preferred. A typical shift is one to two hours once a week. The library relies on our volunteers to commit to a set schedule each week. We want to be prepared for you and we also find that coming in weekly helps retain what you have learned. If you are interested in one time or short-term service volunteer opportunities, consider our ***Special Events Volunteer*** position.

### **Library Closings**

The library is closed on the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

And traditionally the week between Christmas and New Year's.

### **Recruitment of Volunteers**

Volunteer positions are filled as needed, using skillset as a guideline but not final consideration. The library reserves the right to dismiss a volunteer, or change a volunteer position, at any time, based on the needs of the library.

### **Age**

The minimum age to volunteer is 13, but occasional 'helper' positions may be created as needed.

### **Volunteers Needing Accommodations and their Caregivers (if applicable)**

Volunteers needing accommodations and their caregiver (if applicable) will need to complete a volunteer application. Volunteers/caregivers are placed as able and appropriate. Both of their time should be collected as volunteer service hours.

## VOLUNTEER PROGRAM GUIDELINES AND PROCEDURES

### **Attendance**

Each library location will work with individual volunteers to establish a mutually agreeable schedule. Volunteer schedules ensure that the library has the coverage needed to complete the daily work of the library and provide excellent personalized service to our customers. Your work is important, but we do understand that travel, vacations, appointments, illness, etc. interfere with volunteer service. Volunteers are expected to abide by their schedule and to notify their direct supervisor in the event of a change at the earliest opportunity.

### **Behavior**

As a volunteer, you are representing North Hastings Public Library to the public. All volunteers are expected to behave in a professional manner, especially when addressing library customers or staff.

### **Confidentiality**

Any information regarding patrons and their use of the library is confidential and should not be shared. In the same spirit, the library honors the confidentiality of information regarding volunteers.

### **Official Statements**

*Any official statement involving North Hastings Public Library must receive approval from the Library CEO/Head Librarian. The official statement may cover - but is not limited*

*to – the library’s policies, procedures, resources, services or programs. If approached by the media, volunteers should respond by saying, “I don’t feel as though I am the best person to address this topic. Please contact North Hastings Public Library’s CEO/Head Librarian for more information.”*

### **Social Media Policy**

North Hastings Library appreciates the importance of online social networking opportunities for promoting Library goals and maintaining relevance. To that end, the North Hastings Library Marketing and Digital Strategy Department manages a social media strategy that incorporates strategic timing of social media “posts” as well as public engagement in order reach customers and grow the positive impact of the North Hastings Library brand. When posting on these social networks and other online forums, the distinction between an individual’s personal brand/identity and the library’s may become blurred. To keep that distinction as clear as possible, and support the library’s branding and marketing efforts, North Hastings Public Library volunteers are encouraged to share or re-post/tweet the library’s existing messages to your Facebook, YouTube, LinkedIn, Twitter and/or Instagram accounts. And, when posting, please ensure that all posts follow North Hastings Library Volunteer Program Policies and Procedures. Be careful not to post any proprietary (including logo and trademarks) content or disrespectful posts.

## **Screening**

Location staff will interview the volunteer to determine if the library is a good match for the individual's interest and library's need for volunteer service. Library staff may contact references provided on the volunteer application to assist with screening. Some volunteer positions require the library to conduct background checks with the Ontario Provincial Police

## **Orientation and Training**

All volunteers are expected to review the volunteer manual *prior* to the interview <https://www.northhastingslibrary.ca/about-the-library/policies-plans-reports>. If placed as a volunteer, location staff will provide the required volunteer orientation and training.

## **Recognition**

Volunteer contributions enable the library to extend and expand its services. As a thank you to our volunteer contributions, we recognize the volunteers in several ways to include volunteer appreciation activities, and volunteer recognition events.

An additional benefit for volunteers is the fee waiver for volunteers who live outside of North Hastings. Currently, the non-resident fee is \$35. Once a volunteer has reached at least 30 hours per year, the volunteer may request a waiver of the non-resident fee.

## **Volunteer Verification Requests for Employment and Educational Purposes**

Supervisors of volunteers can provide references for educational and employment purposes. References include verification of service, length of service and personal experience with volunteer. Persons providing references should include a statement that their personal reflection does not reflect views and opinions of North Hastings Library. Please allow up to ten working days to respond to all volunteer verification requests. Volunteers can request reports of their volunteer service.

## **Breaks**

Staffroom or other designated areas are available to volunteers for a break if a volunteer works a significant number of hours during their shift. It is the responsibility of the Team Coordinator or Library CEO/Head Librarian to inform volunteers of these locations. Due to space limitations, these areas should not be utilized by volunteers unless they are currently filling a shift. Eating and drinking at the library should be confined to these designated areas. The volunteer should speak with the supervisor to schedule a break during the volunteer time.

## **Parking**

Parking for staff and patrons are designated. Please discuss this with the Team Coordinator or Library CEO/Head Librarian.

## **Smoking**

Smoking is permitted in public areas or in your personal vehicle. Please refrain from smoking near entrances and exits.

### **Beverages and Food**

Volunteers should use beverage containers that can be sealed to prevent spillage and only consumed in approved areas. Bringing food/beverages into the library while working is not permitted. Those volunteers who require a snack break should discuss options with their volunteer supervisor. Breaks are usually reserved for those who work three or more hours at one time.

### **Personal Appearance**

Please remember you represent the library when you wear your nametag. Volunteers should dress neatly in clean, and presentable clothing. Inappropriate messages, hats (unless approved), revealing garments are not allowed. All representatives of the library should present a professional appearance to the public. Volunteers deemed not appropriately dressed by staff will be informed and sent home to return for the next regularly scheduled shift. Because of the nature of the work, we do suggest you wear comfortable, low heeled, closed toe shoes to avoid injury.

### **Cell Phones and Other Electronic Devices**

We want you to perform to your highest ability and focus on your assigned tasks. Cell phones and all other electronic/digital devices should not be in use during your volunteer session. With approval from the volunteer supervisor, volunteers working in non-public areas *may* be permitted to use devices with earbuds. Please let your volunteer supervisor know if there are urgent personal or special circumstances that require your use of the phone while you are volunteering at the library. Please also store your devices safely. The library is not responsible for lost or stolen personal devices.

### **Library Telephones**

Library telephones are used to conduct library business. Local personal calls, either incoming or outgoing, are not allowed unless approved by the volunteer supervisor.

### **Inclement Weather and Emergencies**

There are times when a library may be closed due to inclement weather or another emergency. The volunteer should call the library for which they are volunteering if there is any question about the open hours of the building. The library will make every effort to notify volunteers of any inclement weather closings. Information will also be posted on the Facebook site.

### **Safety**

If you are injured while volunteering at the library, notify your supervisor or senior staff member immediately to complete an incident report. The library *does* have a general liability insurance policy.

In the event of a fire drill or actual fire, leave the building immediately using the exit designated for the location/department. Emergency exit floor charts are in each department.

Please stay aware of your surroundings and if you notice anything of concern, alert staff and/or security. If you are uncomfortable walking to your car, please ask a member of security to escort you to your car.

Customers and staff who feel a volunteer's behavior or actions are aggressive, harmful, sexual, or illegal must report their concerns to library staff and security. Following an investigation, law enforcement will be requested if necessary and the volunteer terminated.

### **Corrective Action**

Corrective action *may* be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Team Coordinator in conjunction with the Library CEO/Head Librarian and may include:

- Verbal discussion.
- Additional coaching.
- Transfer to another location or volunteer position.
- Possible suspension, and/or
- Dismissal from the volunteer program.

### **Refusal and Dismissal**

Library staff has the right to refuse or dismiss a volunteer. Volunteers who do not adhere to the policies and procedures of the program are subject to dismissal. Active volunteers who violate any North Hastings Public Library policy or do not competently fulfill their volunteer duties after a reasonable amount of training and supervision will be dismissed. If you miss your first scheduled day or if two absences occur without notification, this will be considered as a resignation from your volunteer position and/or dismissal. Dismissal is within the discretion of the Team Coordinator Volunteer in conjunction with the Library CEO/Head Librarian. Possible grounds for dismissal include, but are not limited to:

- Gross misconduct or insubordination.
- Being under the influence of alcohol or drugs.
- Theft of property or misuse of library materials.
- Failure to abide by library procedures.
- Failure to satisfactorily perform assigned duties.
- Habitual absenteeism and tardiness, and
- Failure to follow North Hastings Library Volunteer Agreement.

If you have any questions or suggestions, please contact Kimberly McMunn, Library CEO/Head Librarian by email at [nhpl.ceo@gmail.com](mailto:nhpl.ceo@gmail.com). Comments and concerns may only be addressed if they are signed, and contact information is provided. Your feedback is always welcome and helps us strengthen our volunteer program.

## **KEY LIBRARY POLICIES**

### **Policy of Non-Discrimination**

Volunteers, like employees, are expected to conduct themselves in a professional manner. North Hastings Library provides a working environment free from discomfort or pressure resulting from jokes, slurs, unwanted physical conduct and any harassment related to any protected status, including race, color, religion, national origin, gender,

physical ability or age. If any volunteer feels that this policy has been violated by any person in the library (including another volunteer, staff person, or a member of the public), they should report the alleged violation immediately to the volunteer supervisor or volunteer coordinator. Any investigation that is required will be kept as confidential as possible consistent with appropriate inquiries.

### **Code of Conduct for Library Customers**

It is the responsibility of each volunteer to be familiar with the Code of Conduct for Library Customers, however, this Code of Conduct also extends to staff and volunteers. All customers, staff, and volunteers must follow the guidelines set forth by the library. The Board of Trustees of North Hastings Public Library adopted the Code of Conduct to provide a safe and comfortable environment for those using and working in the library facilities and utilizing its resources. Warnings are at the discretion of library staff. Ejections and loss of privileges are possible. By using library facilities, all persons have consented to be searched if the theft detection alarm activates upon exit.

When you use the library, you agree to:

### **Respect Staff, Volunteers and Customers**

Conduct not permitted includes:

- Any action or behavior that is disruptive, disturbing or potentially harmful to others, including but not limited to fighting, challenging to fight or provoking violence.
- Loud talking and other noisy activities, including use of cell phones or other electronic devices.
- Blocking or interfering with the free movement of individuals.
- Offensive personal hygiene.
- Any acts or conduct in violation of federal, state or local laws, ordinances or regulations, including but not limited to: disorderly conduct; sexual activity; possession of illegal weapons of any type; and possession, consumption or being under the influence of alcohol or drugs;
- Use of tobacco or electronic cigarettes in library buildings.
- Sleeping, loitering, or remaining at the library for no obvious reason. Users must be engaged in a library activity such as reading, studying, doing research or participating in a library program.
- Soliciting, surveying, political campaigning, petitioning, selling of any kind, distributing, or posting of materials not specifically authorized by the Executive Director are prohibited on library property.
- Using libraries for child-care services; leaving a child under 11 years of age for any amount of time (children 10 and under must be attended by someone 16 years of age or older); or leaving a child under the age of 18 for an excessive period or after closing.
- Leaving personal possessions unattended on library property; and
- Not wearing shoes or shirts in the library at all times.

## **Respect Materials and Equipment**

Conduct not permitted includes:

- Damaging, destroying, or stealing any property of the library, library staff or customers.
- Taking library property or materials outside buildings without following established loan.
- procedures or other authorization; and,
- Violating library procedures or policies.

## **Respect Buildings and Property**

Conduct not permitted includes:

- Acting in a manner that is potentially harmful to library buildings, property, users, staff (*or volunteers*) such as unauthorized use of another person's library card for any purpose.
- Improperly using furniture, equipment, or materials.
- Bringing in any items, backpacks or other personal baggage that take up excessive amount of space (limited to two pieces, each no larger than 20 inches in length, width, or height), that restrict the movement of individuals, that present a potential harm, danger, or distraction, or that have no usefulness in the library. Luggage, bedrolls, musical instruments, sports equipment, skateboards, skates (includes heellies), scooters and bicycles are examples of items that are prohibited.
- Consuming food outside designated areas or consuming drinks around library computers or equipment.
- Improperly using restrooms, including solicitation, meetings, bathing or shaving.
- Using or monopolizing library equipment, materials or facilities in an unauthorized manner that prevents others from using them, including but not limited to library computers; library telephones; printers; copiers; and fax machines.
- Using non-public doors or any other non-public areas in an unauthorized manner.
- Using parking areas or other property in an unauthorized, improper, or unsafe manner,
- including but not limited to use of skates or skateboards, bicycles, and scooters. Vehicles parked improperly are subject to being towed at the owner's expense; and,
- Bringing animals, except service animals, into library facilities. Any of these actions may result in the customer being asked to leave the library. Those who persist and refuse to leave the buildings and grounds when requested will be subject to their behavior being reported to local police. Repeat violators are subject to loss of library privileges.

## **CHILDREN'S USE OF THE LIBRARY POLICY**

To maintain a safe, orderly, and proper environment for library use, the following policy is in effect:

- Parents or caregivers are responsible for the behavior, safety, and supervision of their children always in the library and on library premises.

- Parents or caregivers must provide such reasonable supervision of their children as is appropriate based on the age and level of responsibility of each child.
- The library staff is not responsible for the safety, care, or supervision of children of any age, whether in the library or on library premises.
- Children aged 10 and younger must be always accompanied by an individual age 16 or older and in all areas of the library except when participating in a library sponsored program. During programs, parents or caregivers of children aged 10 and younger must remain in the library.
- Parents or caregivers should be aware of library opening and closing times and make suitable arrangements to meet and/or transport their children.
- Library staff is not responsible for the care and supervision of children prior to opening or after closing of the library. Law enforcement will be notified in the event of an unattended child at closing time.
- Staff will not transport children home or to any other destination under any circumstances.
- If the library must close in an emergency, library staff will make an effort to alert parents to make sure children will be picked up.
- Parents should not direct their children to the library in the event of emergency school closings in that the same conditions that have caused a school closing will probably also affect library operations.
- Children, like all other library users, are required to respect library property and to act in a manner appropriate to the use and function of the library.
- Children engaging in disruptive or inappropriate behavior may be asked to leave the library. Law enforcement will be requested if necessary.
- Parents or caregivers should be aware that the behavior of young children may at times be disturbing to other patrons; in this event, staff may request that they temporarily remove their children from the library to ease the situation.